

Figure 1 - Service Manager System

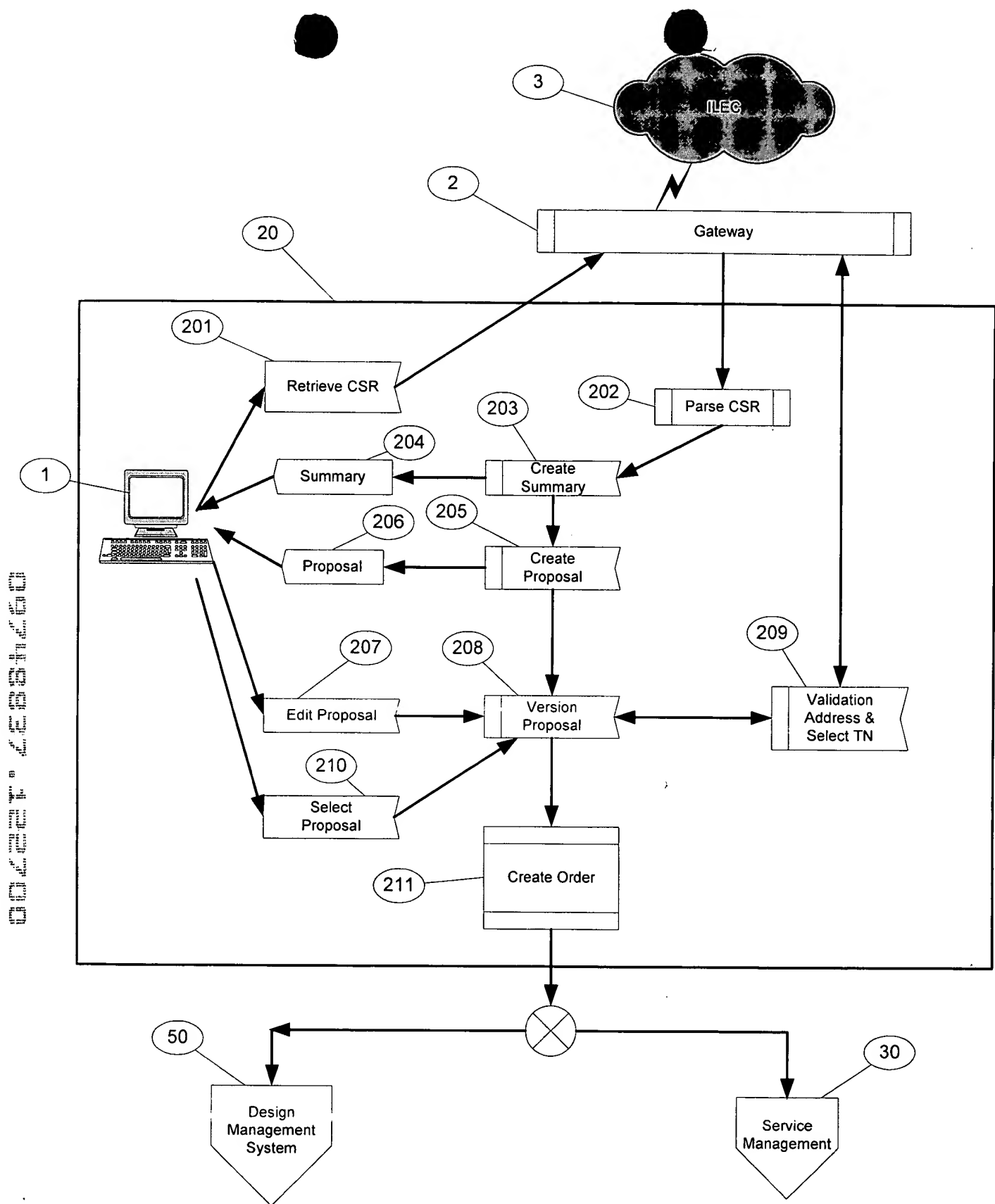


Figure 2 - Pre-Order Management System

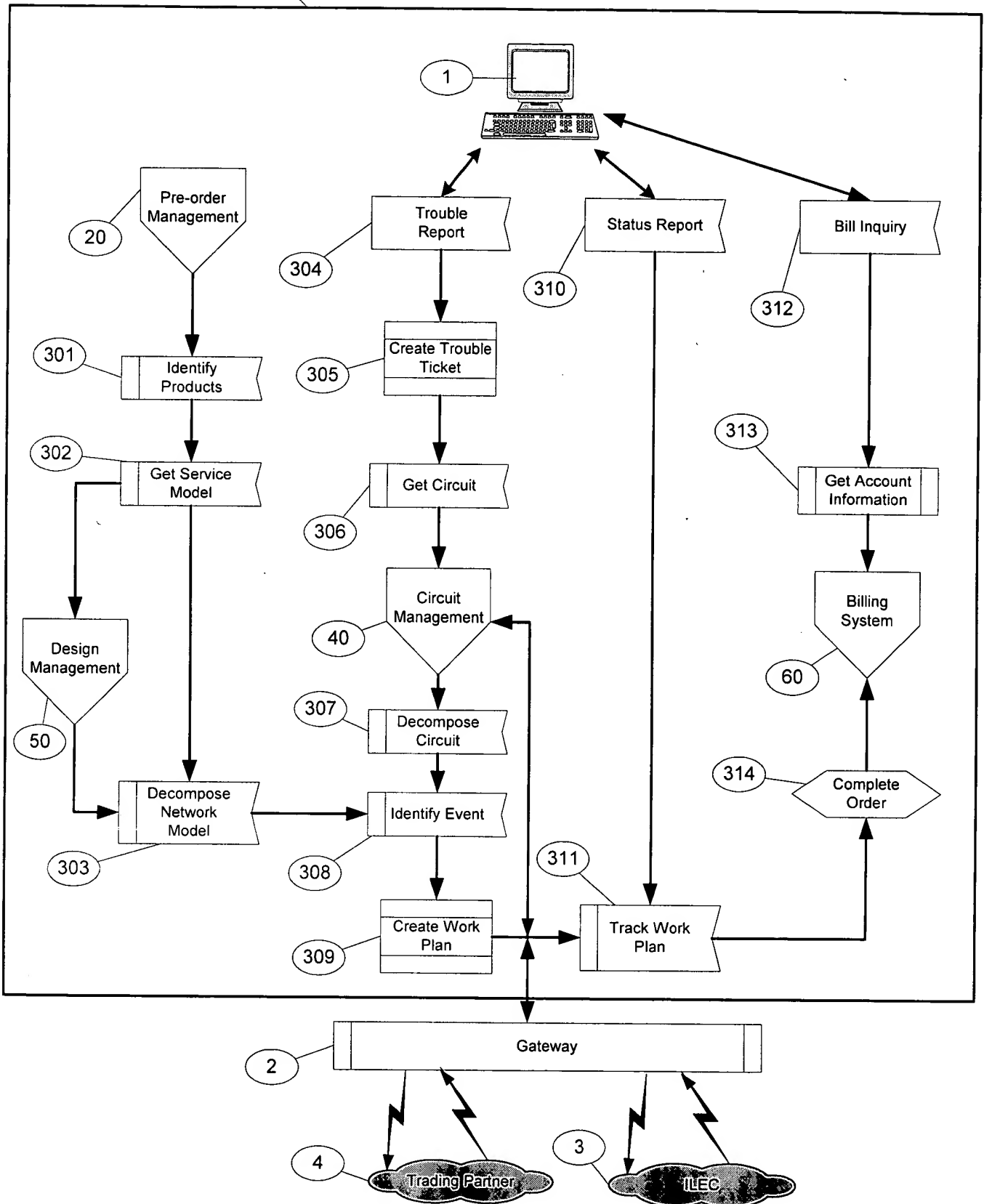


Figure 3 - Service Management System

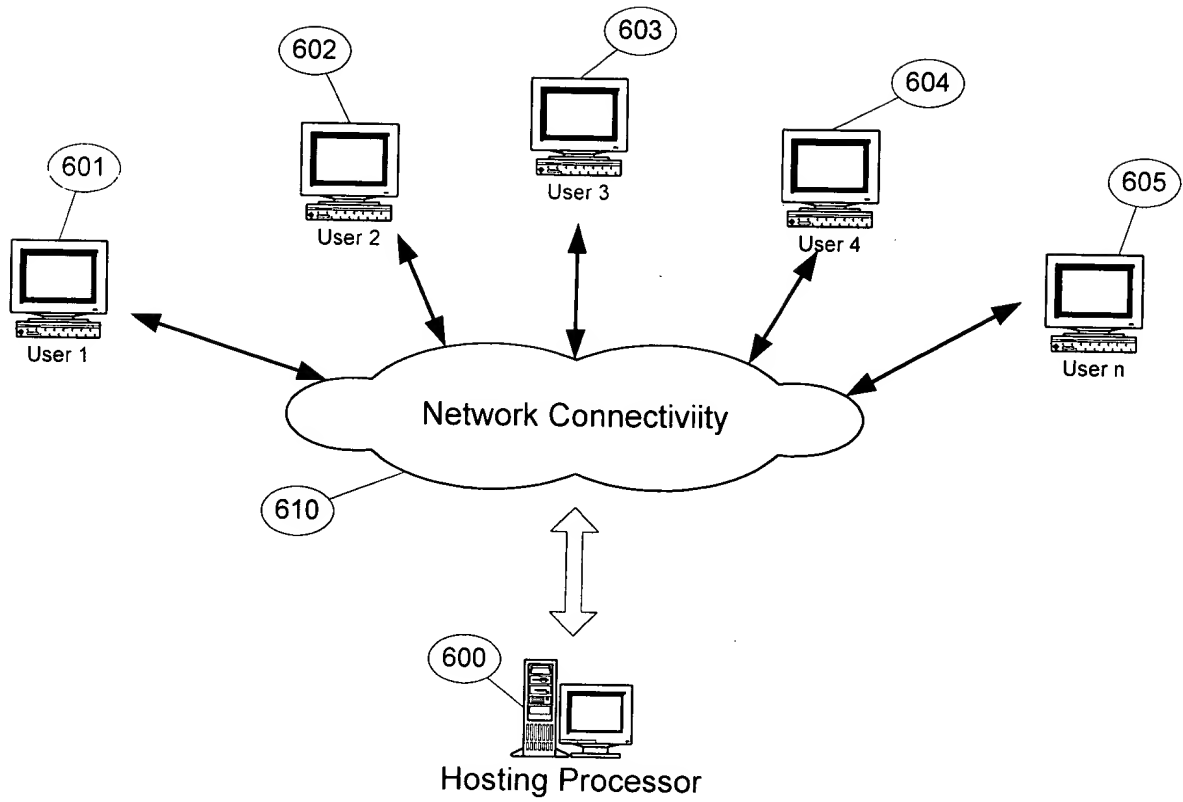


Figure 6 - Networked Service Manager

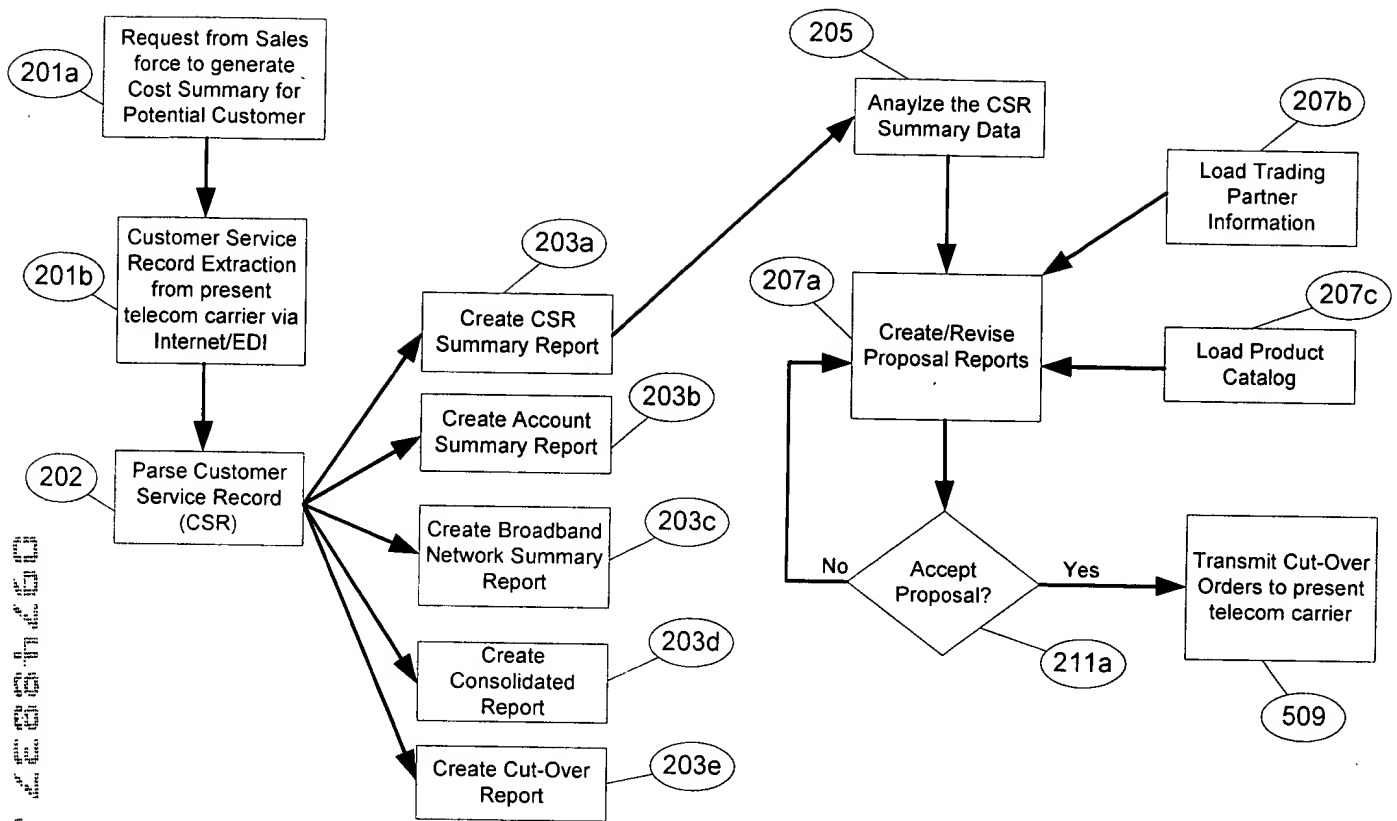


Figure 7 - Example Sales Proposal Cycle

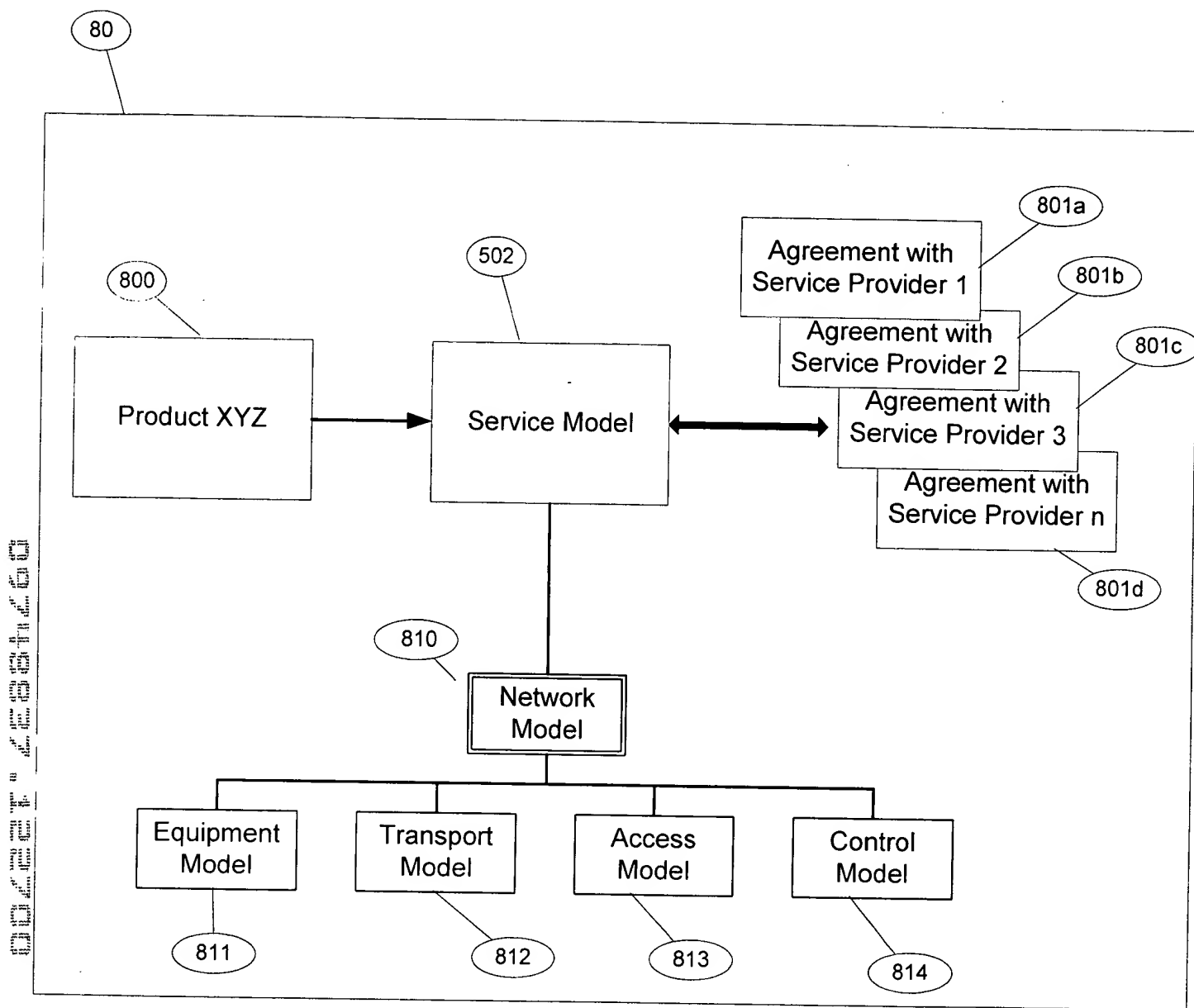


Figure 8 - Service Model Management System